

Your rights and responsibilities

This information is written in easy-to-read format so that most people can understand the words.

This information is about Parent to Parent. It tells you what your rights and responsibilities are when we work with you, and what to do if we do something that you are not happy about.

The National Disability Insurance Scheme is a new way that you can get services and supports for your disability.

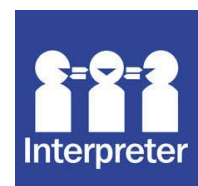


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If you choose to get a service from us, we will tell you what we will do and what it will cost. The costs for these services will be paid for by the funding in your plan if they have been included in it.

Interpreters

We can arrange an interpreter to help us talk to each other if you do not speak English or have difficulty reading or are deaf for example.



Your rights and responsibilities

Rights

- ★ For us to be on time when we meet with you
- ★ For us to always try our best to answer your questions
- ★ For us to keep information about you private
- ★ To be supported by us when we work with you to access the NDIS
- ★ For us to help you in a way that respects you
- ★ To be involved in everything we do about and with you



- ★ To feel safe and say no if it doesn't feel right
- ★ To ask questions if you don't understand or agree with something
- ★ To stop getting help from us if you want to go elsewhere
- ★ To be asked if it is ok that we take your photo or share information about you

Responsibilities

- ★ To tell us when things change
- ★ To tell the truth
- ★ To tell us first if we do something wrong
- ★ To not share information about us with other people without asking first
- ★ To let us know if you are going to be late or can't make it when you are meeting with us
- ★ Be prepared for any meetings you have with us
- ★ Not to use bad language or bad behaviour when you meet with us
- ★ To make sure we are safe if we visit you at home

Contact us

- Phone us on 1800 777 723
- Write to:
The CEO
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- Email us at manager@p2pqld.org.au
- Look at our website www.p2pqld.org.au

